

Election of Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Original) A system for establishing communications between a client and a service provider which comprises:

a plurality of databases for respectively storing collected information;

a base facility;

a plurality of disparate modules interconnected with each other at said base facility, wherein each said module has a dedicated database and is integrated with other said databases in said plurality of databases for use of the collected information therein when performing a specified task;

a facility communicator for use by the client to access a selected said module at said base facility; and

a source communicator for use by the service provider when communicating with the client through one said module for performance of the specified task.

2. (Original) A system as recited in claim 1 wherein said plurality of modules comprises:

at least one information and communication module for managing and analyzing the performance of the specified task; and

at least one support module for expediting and verifying the implementation of the specified task.

3. (Original) A system as recited in claim 2 further comprising an error correction module having an error database.

4. (Original) A system as recited in claim 2 wherein one said information and communication module is a Help/Request/Task module comprising:

a means for accessing a predetermined entity of the service provider;

a means for accessing a predetermined entity of the customer;

a means for approving and forwarding information from one said entity to another said entity;

a means for tracking and managing the performance of the specific task;

and

a means for updating the collected information.

5. (Original) A system as recited in claim 2 wherein one said support module is a Survey module comprising:

a means for analyzing the collected information in said plurality of databases over a defined time period;

a means for combining and comparing the collected information; and

a means for defining a set of criteria for evaluating the collected information.

6. (Original) A system as recited in claim 5 wherein said set of criteria comprises:

client categories;

comment categories;

survey categories;

number of occurrences;

number of occurrences per client category; and

number of occurrences per survey category.

7. (Original) A system as recited in claim 1 wherein said plurality of databases comprise:

- a service provider performance database;
- a client satisfaction database;
- a maintenance database;
- a best practices database; and
- an error database.

8. (Withdrawn) An internet-based system for transferring dynamic time-variable information from a service provider to an entity, wherein the dynamic information pertains to the performance status of specific tasks undertaken by the service provider for the completion of a defined project, the system comprising:

a remote workstation having a browser for use by the entity to access sites over the internet;

a communicator operated by the service provider as a site on the internet;

an icon provided at the remote workstation for connecting the remote workstation with the communicator over the internet; and

a plurality of interconnected modules presented by the service provider at the communicator for access by the entity and for display at the base workstation, wherein each module contains a database and controls categorized aspects of the dynamic time-variable information.

9. (Withdrawn) A system as recited in claim 8 wherein the icon is customized with a logo provided by the service provider.

10. (Withdrawn) A system as recited in claim 8 wherein the icon includes login and password information regarding the entity.

11. (Withdrawn) A system as recited in claim 8 further comprising an auxiliary remote workstation for accessing the communicator when login and personal information regarding the entity, and URL information regarding the service provider are submitted to the communicator.

12. (Withdrawn) A system as recited in claim 8 further comprising a wireless remote workstation for accessing the communicator when login and personal information regarding the entity, and URL information regarding the service provider are submitted to the communicator.

13. (Withdrawn) A system as recited in claim 8 further comprising means at each module for accessing the database of another module.

14. (Withdrawn) A system as recited in claim 8 wherein selected aspects of the dynamic time-variable information are presented in appropriate modules, wherein each module includes information pertinent to a titled category, and further wherein the titled categories are taken from a group consisting of Customer Profile, Help/Request Desk, Customer Update, Customer File (file storage), Complaint Manager, Survey Manager, and Meeting Minutes.

15. (Withdrawn) A system as recited in claim 8 wherein a plurality of entities use the system, and the icon at the remote workstation of each entity directs the entity to a plurality of modules through the communicator, wherein the plurality of modules are dedicated to the particular entity.

16. (Withdrawn) An internet-based system for transferring dynamic time-variable information between a service provider and an entity, wherein the system comprises:

a plurality of modules, wherein each module has a database;

a means for dedicating pertinent time-variable information to a particular module, wherein the dynamic time-variable information pertains to the performance status of specific tasks undertaken by the service provider for the completion of a defined project;

a means at each module for accessing the database of other modules for performance of a task; and

a means for notifying the particular entity when the task is completed and whenever pertinent dedicated time-variable information has been updated.

17. (Withdrawn) A system as recited in claim 16 wherein the directing means is a communicator.

18. (Withdrawn) A system as recited in claim 17 wherein each module contains categorized aspects of the dynamic time-variable information.

19. (Withdrawn) A system as recited in claim 18 wherein selected aspects of the dynamic time-variable information are presented in appropriate modules with each module including information pertinent to a titled category, and further wherein the titled categories are taken from a group consisting of Customer Profile, Help/Request Desk, Customer Update, Customer File (file storage), Complaint Manager, Survey Manager, and Meeting Minutes.

20. (Withdrawn) A system as recited in claim 19 wherein the notifying means is an icon provided for use by the entity for connecting with the communicator and the system further comprises a means for causing the icon to blink whenever the dynamic, time-variable information is updated.